



## San Diego County Library Wireless Network FAQ

Welcome to the San Diego County Library (SDCL) Wireless Network! You can now access the Internet using your own wireless-enabled laptop computer. This new capability is easy to use and provides access to the Internet while you are in the library.

Frequently Asked Questions about the SDCL Wireless Network:

Q- Does My Laptop Need Anything Special to Access the Library Network?

**A-** Your laptop must be enabled for wireless use. To access the network, your laptop or PDA must have a wireless Network Interface Card (NIC) installed. These cards are available for purchase from several manufacturers at many computer stores. Your laptop computer or PDA equipped with a wireless network card, must support either the 802.11b or 802.11g standard protocol. The library wireless system will not operate with Bluetooth enabled devices. Bluetooth is designed for low power, short distance peripheral devices that typically communicate with computers and telephones.

Q- Can the library help me connect to the wireless network?

**A-** You are responsible for configuring you own equipment. All computers are different, and the library is unable to provide assistance in configuring your computer. The documentation that came with your computer or wireless card may have helpful information. The manufacturer of your computer or wireless card may offer support services to help you.

Q-My laptop is detecting multiple wireless channels named "County Library". How can I be sure I'm connected to the correct one?

**A-** Most customers will not see different channels, only the presence of the network. All of the detection and selection of the best channel to connect to is done behind the scenes by wireless/laptop system. It is recommended that customers set their network to automatically detect the network and let the system do the work instead.

Q-Is there anti-virus software on the wireless network?

**A-** Users of the library wireless network are encouraged to install one of the many commercially available anti-virus programs on their own laptop. Anti-virus support is not typically provided by publicly available wireless networks.

Q-Is the Wireless Network Filtered?

**A-** Like the public-use computers provided within the Library, content on the SDCL wireless network is filtered by WebSense filtering software.



Q. Can I access the same list of sites I use from home or work using the library's wireless service?

A- Not all sites and nor all servers will be available through the library's wireless service. If the site or service you are trying to access requires an unusual port number or access through the county firewall it may not work. Some sites and services may also be filtered by Websense.

Q- Is the network secure?

A- Information sent to and from your computer is unencrypted and not protected using the library wireless network. Care should be taken when accessing sites that may require passwords and user ids. Some Web pages may provide their own encryption.

Q- Can I print while using the wireless network?

A- The library does not offer printing while using the wireless network. We suggest that you save any pages to disk that you may wish to print later, or you can email the information to yourself. Printing is available on the public use computers provided within the library.

Q- Can I download large files over the wireless network?

A- The wireless network bandwidth is limited and shared by all other users of the library network. We ask that you not download very large files, or view streaming video and audio.

Q- How Many Wireless Users Can Access the Wireless Network at One Time?

A- The library wireless network is currently limited to 10 simultaneous users. This is to ensure the best response time.

Instructions for use:

1. Make sure your laptop has a wireless Network Interface Card.
2. Using your mouse pad, right click on the wireless icon at the bottom-right of your desktop toolbar.
3. Select "View Available Wireless Networks"
4. Double left click on the "**SD\_CO\_LIBRARY**" network entry. Your computer will automatically connect to the network. Note: You may see other networks listed. Only the "**SD\_CO\_LIBRARY**" network is provided and administered by the San Diego County Library.
5. Launch your Internet browser and start surfing!